

Table 2. Institutional Learning Outcomes and Selected Course-level Learning Objectives

Institutional Learning Outcomes	Sample LibIT Diploma and Post-Diploma Program Learning Outcomes
Demonstrate information competency	<ul style="list-style-type: none"> • The framework for library and information science (LIS) and LIS education centres on information competency. As such, graduates of the Library and Information Technology Diploma and Post-diploma Programs can explore, use, and evaluate emerging information technologies. Specifically, they can <ul style="list-style-type: none"> ○ identify key concepts and terms that describe customers' information needs; ○ apply effective search techniques to UFV Library and other library catalogues; ○ suggest appropriate search strategies to locate information on the Internet and in proprietary databases; ○ describe criteria used to make information seeking decisions and choices; ○ critically evaluate electronic resources using established criteria; ○ use criteria to determine whether information contradicts or verifies information found in other sources; ○ discuss some of the legal, ethical, and moral questions facing public institutions regarding Internet access; ○ discuss some of the economic, legal, and social issues surrounding the use of electronic information; ○ select and evaluate reference materials for library collections; and ○ gather and organize information for the purpose of writing a junior undergraduate-level paper.
Analyze critically and imaginatively	<ul style="list-style-type: none"> • The requirement to provide access to information on the job means that LibIT graduates must understand how information is created. It also means that they must be able to examine and analyze information sources in ways that help ensure such sources reflect the needs and interests of the publics they serve. In this regard, graduates are prepared to assist customers in accessing and assessing information. Specifically, graduates can <ul style="list-style-type: none"> ○ analyze information requests and resources to determine accurate and appropriate responses; ○ apply ethical behaviours to specific situations relating to customers' information rights; ○ develop procedures for assisting in the protection of customers' information privacy and freedom rights; and ○ evaluate vendor information to determine the potential applicability of software products to the provision of customer service.
Use knowledge and skills proficiently	<ul style="list-style-type: none"> • Graduates of the Diploma Program have successfully completed a 70 hour practicum that provides direct opportunities to apply knowledge and skills acquired and developed during study. Practicum site supervisors have formally evaluated students' skills and aptitudes using a tool designed according to common library human resources management practices. • Graduates who have completed ePortfolio capstone projects have provided diverse evidence that they can meet the ten minimum competencies set out in the Canadian Library Association's <i>Guidelines for the Education of Library Technicians</i>. • Both practicum and capstone project students have successfully completed a reflective essay in which they have thoughtfully considered their educational experiences in the Program and assessed their learning in relation to their short- and long-term employment and personal development goals.
Initiate inquiries and develop solutions to problems	<ul style="list-style-type: none"> • In the Diploma Program, through secondary literature, learning activities, and assessment tools, graduates have been introduced to problems of practice such as dealing with difficult customers, managing scarce resources, and fixing malfunctioning technology. They can offer various solutions (e.g., resolving disputes, ordering relevant materials, and troubleshooting) and approaches to problem solving (e.g., reference interview techniques, empathy) as front lines information workers. • In the Post-diploma Certificate Program, the Department has begun to deliver programming that emphasizes inquiry-based learning. Graduates can offer possible solutions to issues relating to diversity, leadership, technological change, information rights, and marketing and promotion.
Communicate effectively	<ul style="list-style-type: none"> • Communicating effectively is essential to organizing information and meeting the information needs of library and information centre customers. Through curricula and extra-curricular activities such as workshops on interview skills and mentorship, graduates of LibIT programs are able to communicate in a diverse range of ways, including <ul style="list-style-type: none"> ○ reference interviews; ○ routine business communications (e.g., memos, e-mail, performance evaluations); ○ academic writing; and ○ public speaking.

Institutional Learning Outcomes	Sample LibIT Diploma and Post-Diploma Program Learning Outcomes
Pursue self-motivated and self-reflective learning	<ul style="list-style-type: none"> • Self-assessment and reflective analysis are integral to student success in LibIT programs. Graduates have developed the ability to pursue self-motivated and self-reflective learning via their experiences with learning activities such as <ul style="list-style-type: none"> ○ journaling; ○ writing self-reflections; ○ developing personal action/career plans; and ○ evaluating peers. • Graduates understand the importance of continuous skills upgrading through their participation in department- and association-sponsored events such as colloquia, workshops, and reading activities.
Engage in collaborative leadership	<ul style="list-style-type: none"> • Graduates of the Diploma Program have developed the ability to collaborate with others through group assignments, learning activities, practicum experiences, and the other leadership and followership opportunities that abound in the Department's programs. For example, through participation in the Library and Information Technology Student Association (LISTA), many graduates have engaged in collaborative leading and following through the establishment of bursaries, workshops, social events, and community partnerships. For some graduates, these opportunities have ignited the passion to pursue leadership positions in the field. • Graduates of the Certificate Program can <ul style="list-style-type: none"> ○ recognize how change can be beneficial to a work environment; ○ develop ways of inspiring action and creativity in others; ○ prepare for and respond to unexpected events; ○ explore the roles and responsibilities of work teams and status in the workplace; ○ identify personal traits and abilities that can facilitate leading; ○ enhance the performance of library workers through role modeling, coaching, and mentoring; ○ assess the abilities and attitudes of co-workers based on their actions and decisions; and ○ set priorities and goals that support operational needs.
Engage in respectful and professional practices	<ul style="list-style-type: none"> • LibIT Diploma Program graduates are prepared to make valuable contributions to workplaces by having met learning outcomes such as <ul style="list-style-type: none"> ○ demonstrating entry-level knowledge of, and the ability to successfully complete, the daily tasks, duties, and procedures required in organizations such as libraries, information centres, records management departments, and archives; ○ demonstrating how they meet the minimum competencies identified in the Canadian Library Association's <i>Guidelines for the Education of Library Technicians</i>; ○ understanding how the overall goals of information organizations are actualized through policies, procedures, and the administration of resources; ○ practicing appropriate workplace behaviours (e.g., punctuality, collegiality, and public service); ○ practicing effective and appropriate interpersonal and workplace communication skills; ○ evaluating their workplace performances and reflecting upon their practicum and/or learning experiences; and ○ assessing their abilities and interests as information workers.
Contribute regionally and globally	<ul style="list-style-type: none"> • LibIT graduates specialize in facilitating Canadians' access to all forms of human knowledge and creative expression. In this way, they contribute meaningfully to <ul style="list-style-type: none"> ○ meeting citizens' socioeconomic, educational, and recreational needs; ○ maintaining a democratic society through an informed citizenry; and ○ providing free and open access to information globally. • Graduates interested in First Nations library services, through practicums with organizations such as the Union of BC Indian Chiefs Resource Centre, contribute to global information justice and healing by helping to provide access to oral histories, documents, and artifacts that tell the stories of First Nations and disseminate their knowledges. • Students and graduates contribute to improving literacies through participation in programs such as the British Columbia Reading Link Challenge, a project sponsored by the Ministry of Education, mentorship programs, and the British Columbia Library Association's First Nations Interest Group.